

Fig. 1

ENTERPRISE APPLICATION RESOURCES ~40

OFFICE ENABLEMENT APPLICATION RESOURCES ~46

AN ELECTRONIC-MAIL APPLICATION RESOURCE  
A SCHEDULING APPLICATION RESOURCE

STANDARD OR HORIZONTAL BUSINESS APPLICATION RESOURCES 48

A CUSTOMER RELATIONS MANAGEMENT APPLICATION RESOURCE  
AN ENTERPRISE RESOURCE PLANNING APPLICATION RESOURCE  
A FIELD SUPPORT APPLICATION RESOURCE  
A LOGISTICS APPLICATION RESOURCE  
A PURCHASING APPLICATION RESOURCE  
A SALES FORCE AUTOMATION APPLICATION RESOURCE  
AN INVENTORY CONTROL APPLICATION RESOURCE  
A POINT-OF-SALE APPLICATION RESOURCE

CUSTOM OR VERTICAL BUSINESS APPLICATION RESOURCES 50

A TRANSPORTATION APPLICATION RESOURCE  
A LENDING OR FINANCING APPLICATION RESOURCE  
A BANKING APPLICATION RESOURCE  
A FINANCIAL MANAGEMENT APPLICATION RESOURCE  
A DISTRIBUTION OR RETAIL TRADE APPLICATION RESOURCE  
A RECORD MANAGEMENT APPLICATION RESOURCE (E.G., HEALTH INSURANCE APPLICATION RESOURCE)  
A USER-DEFINABLE CUSTOM BUSINESS APPLICATION RESOURCE

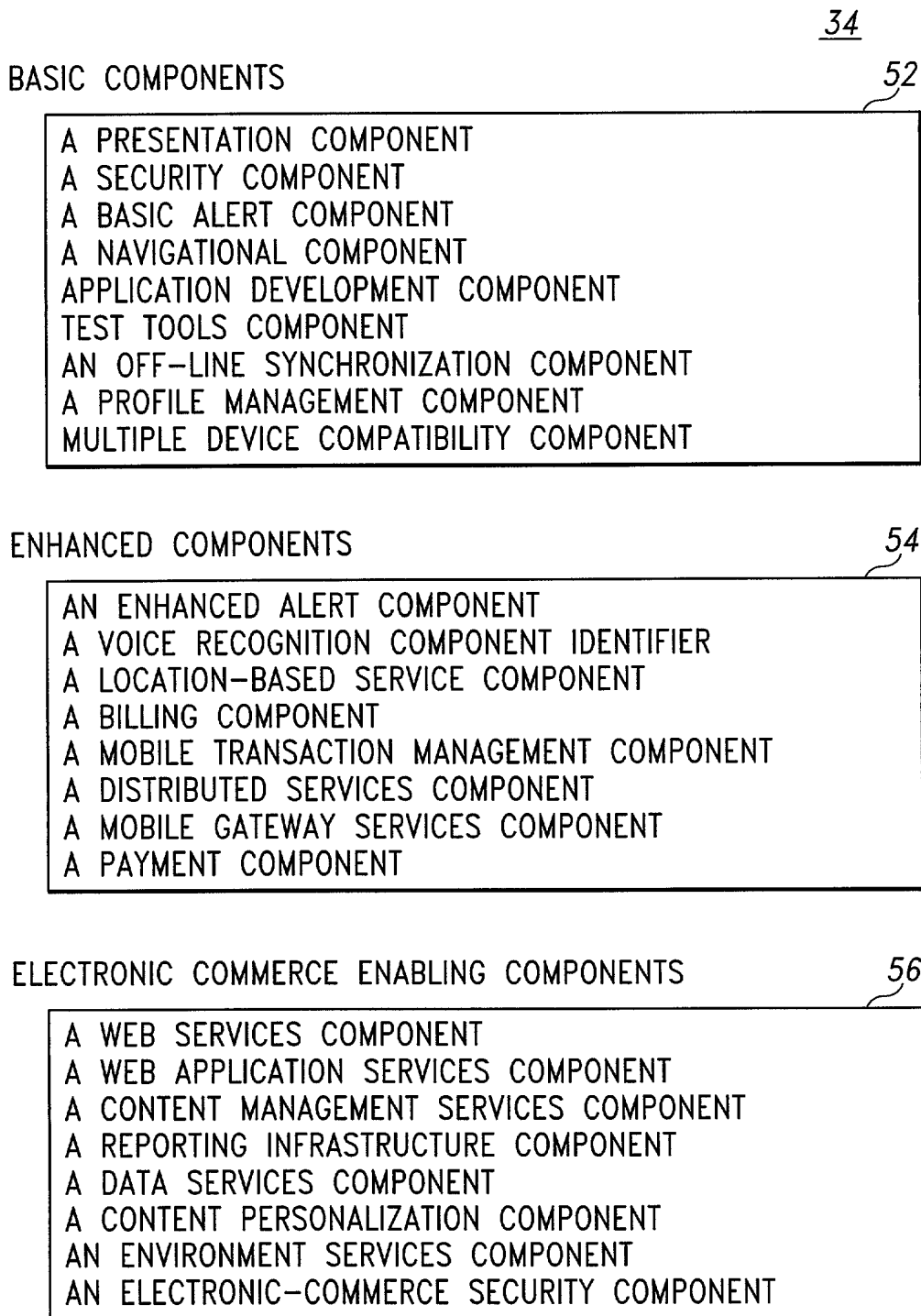
ENTERPRISE LEGACY SYSTEM RESOURCES 42

A CUSTOMER RELATIONS MANAGEMENT APPLICATION RESOURCE  
A BILLING APPLICATION RESOURCE  
AN ENTERPRISE RESOURCE PLANNING APPLICATION RESOURCE  
A CUSTOMER INSIGHT OR MARKETING APPLICATION RESOURCE

SUPPORTING SERVICE SYSTEM RESOURCES 44

A CUSTOMER CARE APPLICATION RESOURCE  
A HOSTING APPLICATION RESOURCE  
A PROCUREMENT APPLICATION RESOURCE  
A DEVICE MANAGEMENT AND PROVISIONING APPLICATION RESOURCE

Fig. 2



**Fig. 3**

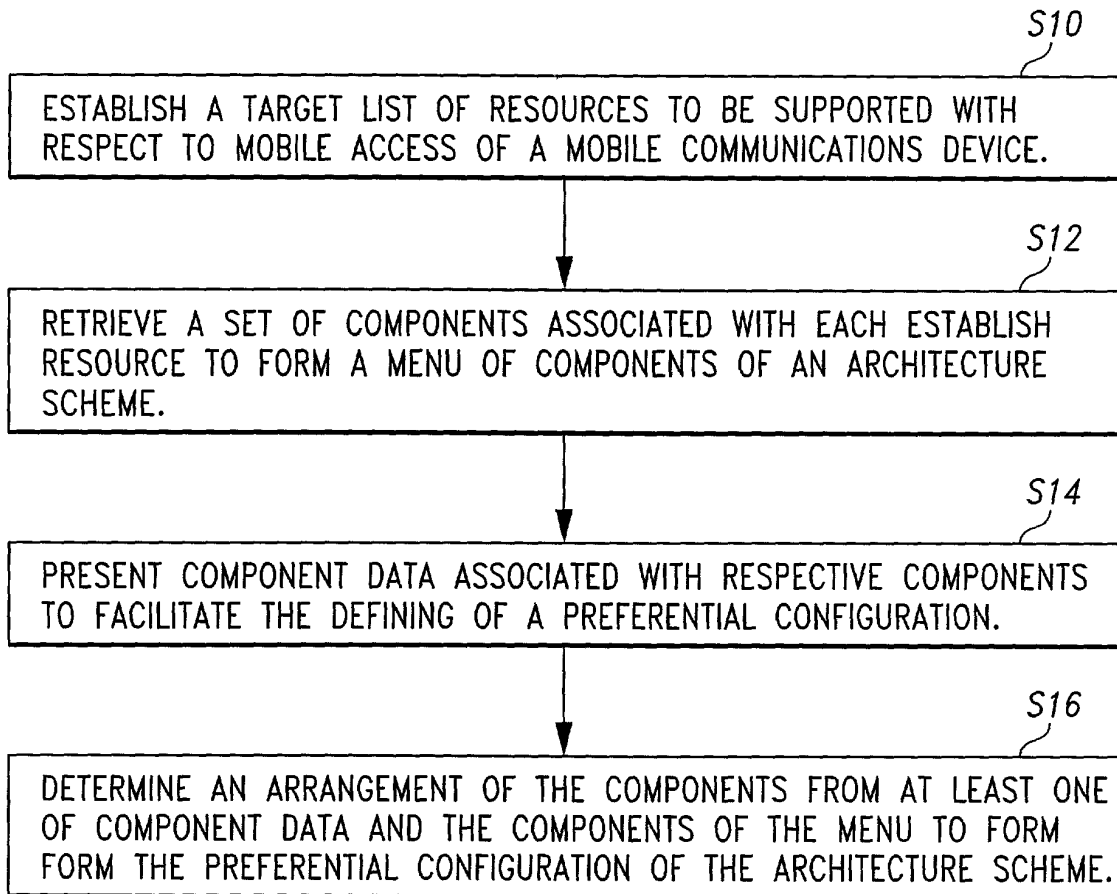


Fig. 4